

6.0 PROVISIONS

MEDICAL TRAVEL CLIENTS

Medical Travel Eligibility

- 6.1 Eligibility for medical travel benefits is restricted to residents of Nunavut who must travel to access necessary health services that are not available in their home community and meet the following criteria:
- (a) the client must hold, or be eligible for, valid registration with the Nunavut Health Care Plan; and
 - (b) the reason for travel is a valid referral from a Nunavut practitioner and the travel cannot be deferred until the client is traveling for other reasons.
- 6.2 In emergency circumstances, the cost of medical travel transportation for non-residents will be paid by the Government of Nunavut; however, the non-resident will be billed for the full cost of the transportation provided.

Client Benefits

- 6.3 Medical Travel benefits will only be authorized for medical travel originating within Nunavut.
- 6.4 Health is a payer of last resort. Medical travel benefits (both scheduled and medevac) are provided only to clients who do not have access to medical travel benefits through an employer, an insuring body, or some other program, including as a dependent. Clients will be required to use their third-party insurance or employment benefits first.
- 6.5 Subject to any co-payment set by the Minister, medical travel benefits include the following:
- (a) medical travel transportation to and from the nearest approved centre through:
 - i. scheduled aircraft at economy airfare;
 - ii. charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - iii. ground transportation when required to transfer a client from one approved centre to another;
 - iv. medevac when needed to access emergency care or when the client is unable to travel on a commercial flight; and
 - v. the cost of travel to get a client who becomes seriously ill or badly injured on the land to the nearest approved centre (subject to provisions in the Memorandum of Understanding between Health and the Department of Community and Government Services).
 - (b) a medical escort as set-out in section 6.28; and
 - (c) a client escort as set out in section 6.6.

6.6 A client is eligible for a client escort if a Nunavut practitioner, in consultation with the client or guardian, recommends a client escort and when any of the following criteria are met:

- (a) there is a need for legal consent for the client by a parent or guardian;
- (b) the client has a mental or physical condition which results in the client being unable to travel without additional assistance.
- (c) the client escort will participate in the client's treatment program and receive instructions on specific and essential home medical/nursing procedures that cannot be given to the client only and where an alternative method to provide instructions is not available or appropriate;
- (d) the client is unilingual speaking in Inuktitut and requires travel to an approved centre where interpretation services are not available.

6.7 When a client chooses to travel to a centre other than the nearest approved centre, medical travel benefits will only be provided to the destination with the lowest cost to Health among the nearest approved centre and the alternative centre chosen by the client.

6.8 Approved travel is deemed to begin upon boarding the first flight on the journey immediately prior to the client's appointment.

6.9 Once the client is medically cleared to return home, return travel will be scheduled for the first available flight after the final appointment and the traveler has completed the necessary steps outlined in the orders related to entry to Nunavut in the Orders by the Chief Public Health Officer, to the community from which the medical travel was initiated, through the most economical transportation mode available.

Client Responsibilities

6.10 Clients must sign the Client Travel Agreement in Appendix A before travel will be arranged.

6.11 While on medical travel for health services, clients are responsible for the following:

- (a) providing reasonable advance notice to the health centre when the client can no longer attend a previously confirmed appointment except when prevented for medical reasons or because of circumstances outside the client's control;
- (b) attending all appointments;
- (c) following all prescribed instructions given by health practitioners;
- (d) checking in for all flights except when prevented for medical reasons or because of circumstances outside the client's control;
- (e) abiding by the rules of the boarding home or hotel facility;

- (f) refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
- (g) refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage; and
- (h) practice social distancing, proper hand hygiene and follow any public health official guidelines concerning the use of Personal Protective Equipment (PPE).

6.12 Where it is determined that a client is not fulfilling his/her responsibilities as per the Client Travel Agreement (Appendix A) and as described in section 6.11, a Director or another official designated by the Deputy Minister, will consider the following courses of action:

- (a) A client can be deemed ineligible for current and future escort duties;
- (b) A client can be billed for the costs associated with medical travel including missed appointments;
- (c) A client can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation; and/or
- (d) A client can be responsible for any damages resulting from abusive, violent or illegal behavior.

Exclusions and Exceptions

6.13 Medical travel arrangements and, in some cases, payments for accommodations, meals, ground transportation, client escorts and travel can also be determined in part or in whole by the terms and conditions of a client's insurance coverage under any of the following insurance programs:

- (a) Non-Insured Health Benefits Program;
- (b) Extended Health Benefits Program;
- (c) Workers' Safety and Compensation Commission;
- (d) Public Service Health Care Plan;
- (e) Government of Nunavut Employees Dental and Health Benefits Plan; and
- (f) Third-party insurance plans.